ARMY INFORMATION TECHNOLOGY METRICS PROGRAM
DEFINITIONS AND UNITS OF MEASURE
for Year 2002
**Underline denotes a change for the 2002 submission period

ISR

CAPABILITY #1 - INFORMATION TRANSFER (COMMUNICATIONS). Provide switch-based and wireless communications to facilities and/or activities of an installation, which are designated by the installation commander to be critical to accomplishing his mission. Provide the cable infrastructure, networks, and external network necessary to deliver electronic information to, from, and among mission-critical facilities/activities. As required by the mission, provide information technology for the operation of battlefield simulation centers and distance learning centers.	G: >=93.5 A: >=84.3 R: < 84.3

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION
1.1 - Telephone Service				Provide telephone service to facilities and/ or activities of the installation. Measuring reliability of access to a dial tone.
	1.1.01 - Operational Reliability	Number of hours access required annually for telephone system. (Unless special circumstances hold, this should be assumed to be 24 hours per day, 7 days per week, which equates to 8760 hours per year.)	Actual number of access hours in past 12 months for all telephone switches.	The number of hours for which the telephone system is fully operational, with no major components down.
	1.1.02 - Critical Software Upgrade Status of Switch	Number of switches.	Actual number of switches on which software is 2 or fewer releases/versions behind.	Operational switch software no more than 2 releases/versions behind.
	1.1.03 - Digital Switches Available	Number required for your installation	Number available.	Digital switches (includes mains and remotes) are installed and operational (includes ISDN capability).
	1.1.04 - Switch ISDN Operational	Number required for your installation	Number available.	Switch is Integrated Services Digital Network (ISDN) operational.

1.1.05 - Switch Connectivity to PSN	Number of line connections required.	Number of line connections available.	Access to the Public Switched Network (PSN) (i.e. local telephone company).
1.1.06 - Switch Connectivity to DSN	Number of line connections required.	Number of line connections available.	Access to the DSN (Defense Switch Network)
1.1.07 - Redundant Routes	Number routes required for your installation.	Number routes available for your installation.	More than one route available to transmit voice/data outside the installation.
1.1.08 - Switch Reserved Line Capacity	Total number of lines required to be reserved.	Total lines reserved.	Total line capacity unused on switch
1.1.09 - Switch Line Capacity	Total lines required.	Total lines equipped.	Total number of lines on all switches.
1.1.10 - OCONUS/CONUS [Defense Switched Network (DSN)] Access	For CONUS/OCONUS installations, number of DSN direct-dial trunks required.	For CONUS/OCONUS installation, number DSN direct-dial trunks available.	The telecommunication access to DSN OCONUS/CONUS network systems.
1.1.11 - OCONUS/CONUS (non-DSN and FTS 2001) Access	For CONUS/OCONUS installations, number of non-DSN direct-dial trunks required (FTS 2001).	For CONUS/OCONUS installation, number non-DSN direct-dial trunks available (FTS 2001).	The telecommunication access to non-DSN OCONUS/CONUS network systems [FTS (Federal Technology Service) 2001].
1.1.12 - DSN Voice Channels	Number DSN Voice Channels required.	Actual number DSN Voice Channels.	The communication Voice Channels designated for DSN (Defense Switch Network) data transmission.
1.1.13 - Non-DSN Voice Channels	Number non-DSN Voice Channels required.	Actual number non-DSN Voice Channels.	The communication Voice Channels designated for non-DSN data transmission.
1.1.14 - High Precedence Capability (Flash/Immediate)	Number Lines which require Flash/Immediate precedence.	Actual number lines with Flash/Immediate precedence.	Phone lines are available to implement outgoing FLASH and/or IMMEDIATE precedence for access to the network.
1.1.15 - Integrated Services Digital Network Channels (ISDN).	Number required.	Actual number.	Measures ISDN Channels.

1.2 - Trunked Systems				A radio communication system which employs computer controls to allocate radio channels dynamically, to increase the efficiency of radio frequency utilization.
	1.2.01 - Call Groups	Number of separate groups which require wireless trunking.	Actual number of separate groups currently with wireless trunking.	Grouping of radio users or subscribers who share a common function, i.e., fire department, provost marshal, facility engineer, etc
	1.2.02 - Trunked handheld and mobile devices equipped for Secure Communications.	1.2.02 - Trunked handheld and mobile devices required to have Secure Capability.	1.2.02 - Trunked handheld and mobile devices available with Secure Capability.	The radio system includes encryption devices and code to prevent clear-text reception by unauthorized personnel.
	1.2.03 - Trunked handheld and mobile devices not equipped for Secure Communications.	1.2.02 - Trunked handheld and mobile devices required without Secure Capability.	1.2.02 - Trunked handheld and mobile devices available without Secure Capability.	Number of handheld and mobile devices that do not require secure capability. Measures equipment shortfall.
	1.2.04 - Maintain Radio trunking capability with antennas.	1.2.04 - Total number of antennas required to maintain radio trunking capability.	1.2.04 - Total number of antennas available to maintain radio trunking capability.	Measures shortfall for antennas.
	1.2.05 - Maintain Radio trunking capability with consoles and base stations.	1.2.04 - Total number of consoles and base stations required to maintain radio trunking capability.	1.2.04 - Total number of consoles and base stations available to maintain radio trunking capability.	Measures shortfall for consoles and base stations.
	1.2.06 - IT Infrastructure Hardware Installed (Backbone)	Total number of devices required to maintain wireless trunking capability.	Total number of devices available to maintain wireless trunking capability.	Includes terminals, microcomputers, mainframes, LANs and other comm. equipment.
	1.2.07 - Geographic Coverage	Total geographic coverage required, measured in square miles.	Total geographic coverage available, in square miles.	The signal transmitting and receiving coverage area provided by base stations, repeaters, towers, etc.
	1.2.08 - UHF/VHF Desktop Units	Number required.	Number available.	Desk Top Radio unit operating in UHF/VHF frequency ranges.
	1.2.09 - UHF/VHF Base Stations	Number required.	Number available.	Trunking Base Station required for system management.

	1.2.10 - Frequency Availability	Number required.	Number available.	Radio frequencies available for use by on-hand radio equipment.
1.3 - Non-trunked Systems				A radio communication system which does not employ computer controls to allocate radio channels dynamically. Radio frequencies are reserved for exclusive use by an activity regardless of actual demand.
	1.3.01 - Call Groups	Number of separate groups required.	Actual number of separate groups.	Grouping of radio users or subscribers who share a common function, i.e., fire department, provost marshal, facility engineer, etc.
	1.3.02 - Non-trunked handheld and mobile devices equipped for Secure Communications.	Number of handheld and mobile devices required to provide secure capability.	Number of handheld and mobile devices available with secure capability.	Number of non-trunked handheld and mobile devices requiring secure capability. The handheld and mobile devices include encryption devices and code to prevent clear-text reception by unauthorized personnel.
	1.3.03 - Non-trunked handheld and mobile devices not equipped for Secure Communications.	Number of handheld and mobile devices required without secure capability.	Number of handheld and mobile devices available.	Number of non-trunked handheld and mobile devices which do not require secure capability. Measures equipment shortfall.
1.4 - Infrastructure				Provide copper and fiber cable infrastructure to facilities and/ or activities of the installation. Measuring ability to reach those locations.
	1.4.01 - Fiber Availability	Number of facilities requiring fiber.	Number of facilities having adequate fiber.	Total fiber available for signal transmission to facilities (includes sites other than permanent structures).
	1.4.02 - Twisted Pair Availability	Number of facilities requiring twisted pair.	Actual number of facilities with sufficient twisted pair.	Adequacy of twisted pair cable to each facility.
	1.4.03 - Cable Condition	Total miles of all cable.	Total miles of all cable that do not need to be replaced.	Status of all cable requiring replacement based upon locally established standards.
1.5 - Service requirements				Provide user services. Measures adequacy of resourcing and responsiveness.

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION	
	1.5.01 - Personnel Requirements	Number of man-years needed. (All sources, except non-dual slotted MTO&E Personnel).	Actual number of man-years used. (Within the DOIM organization).	Number of man-years needed to support IT functions.	NO TRANSFER TO ISR
	1.5.02 - Number of work order requests	Number of work orders required to be completed within locally established standards.	Number of work orders completed within locally established standards.	Ability to respond to customer requests for telecommunications services.	
CAPABILITY #2: - VIDEO TELECONFERENCING SERVICES - Provide customers with VTC services adequate to meet critical mission requirements.					G: >=90.0 A: >=77.0 R: < 77.0
ATTRIBUTE	**METRIC**	**UNIT OF MEASURE: FULL MISSION REQUIREMENT**	**UNIT OF MEASURE: CURRENT CAPABILITY**	**DEFINITION**	
2.1 - Fixed VTC Capability				A permanent (ANSI Standard H.320) switch network video teleconferencing (VTC) (a dedicated, common use facility, with a dedicated line).	
	2.1.01 - Fixed VTC Secure Capability - Unclassified to Secret	Number of facilities requiring non-secure capability.	Actual number of facilities with capability.	The capability for a specific VTC facility to transmit and receive (ANSI Standard H.320) up to SECRET security classification to any other single facility (point to point) and either Unclassified Point to Point or Multi-point. Specifically excludes Distance Learning Facilities and Telemedicine.	
	2.1.02 - Fixed VTC Facilities - Unclassified Only	Number of facilities requiring non-secure capability.	Actual number of facilities with capability.	The capability for a specific VTC facility to transmit and receive (ANSI Standard H.320) unclassified video/data to any other single or multi-point VTC facility. Specifically excludes Distance Learning facilities and Telemedicine.	
	2.1.03 - Fixed VTC Digital File Transfer	Number of facilities requiring capability.	Actual number of facilities with capability.	The capability for a specific VTC facility to transmit and receive digital files. (ANSI Standard T.120)	
2.2 - Portable VTC Capability				Any prepackaged VTC systems to include desktop system containing all the electronic subsystems necessary to conduct VTC meetings.	

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION	
	2.2.01 - Portable VTC Secure Capability -- Point-to-Point and Multi-point	Number of portable VTC systems requiring secure capability up to SECRET.	Actual number of portable VTC systems with secure capability up to SECRET.	The capability for a specific portable VTC systems to transmit and receive (ANSI Standard H.320) up to SECRET security classification.	
	2.2.02 - Portable VTC Systems - Unclassified only	Number of portable VTC systems requiring non-secure capability.	Actual number of portable VTC systems with non-secure capability.	The capability for specific portable VTC systems to transmit and receive (ANSI Standard H.320) Unclassified.	
	2.2.03 - Portable VTC Digital File Transfer	Number of systems requiring capability.	Actual number of systems with capability.	The capability for a specific VTC system to transmit and receive digital files. (ANSI Standard T.120)	
2.3 - VTC Support				Ability to provide support services	
	2.3.01 - VTC Equipment Maintenance	Number of devices requiring repair within locally established standards.	Number of devices repaired in standard time.	Repair and maintenance of fixed and portable VTC and desktop video systems.	
	2.3.02 - Personnel Requirements	Number of man-years needed. (All sources, except non-dual slotted MTO&E Personnel).	Actual number of man-years used. (Within the DOIM organization).	Number of man-years needed to support VTC functions.	NO TRANSFER TO ISR

CAPABILITY #3 - NETWORKS - Provide the ability and availability of the hardware, software, backup and maintenance services for installation data carrying networks, providing deployed forces the ability to communicate back to the sustaining installation. Provide responsiveness in emergencies.

G: >=90.0
A: >=75.0
R: < 75.0

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION
3.1 - Installation-level Networks				Ability of networks (hubs, routers, switches, etc.) carrying data at LAN/CAN/WAN, including network access servers but excluding end user devices (data servers, application servers, print servers, CD-ROM jukeboxes, desktops, printers, etc.), to support mission requirements.
	3.1.01 - End User Device Connections to Unclassified networks.	Number required based on assessment of mission and applications being supported.	Actual number of end user devices connected.	Number of end user device connections (desktops, servers, printers, etc.) to Unclassified networks. Does not include dial-up connections.

3.1.02 - Unclassified Backbone (MCN/AND) high capacity switches engineered to Army and local requirements	Number of required backbone node switches.	Actual number of backbone node switches engineered to Army and local requirements.	Availability of high bandwidth, low-delay, packet-like (cell delay) switching and multiplexing technique switches.
3.1.03 - Redundant Backbone (MCN/AND) - Unclassified	Number of backbone nodes requiring capability.	Actual number of backbone nodes with redundant hardware.	Availability of redundant backbone node hardware to recognize failures and intervene, without which there would be service disruption.
3.1.04 - Unclassified End User Building (EUB) connections to LAN/CAN backbone.	Number of EUBs which require connection to Unclassified LAN/CAN.	Actual number of EUBs connected to Unclassified LAN/CAN.	Availability of electronics in EUBs to provide unclassified access to LAN/CAN.
3.1.05 - Unclassified Dial-in Services	Number of required concurrent dial-in connections at the required transmission rate.	Actual Number of concurrent dial-in connections at the required transmission rate available.	Availability of Unclassified dial-in (modem) connectivity to the network via an approved access system [e.g. Terminal Server Access Control System (TSACS)]
3.1.06 - End User Device Connections to Classified networks.	Number required based on assessment of mission and applications being supported.	Actual number of end user devices connected.	Number of end user device connections (desktops, servers, printers, etc.) to Classified networks. Does not include dial-up connections.
3.1.07 - Classified backbone (MCN/ADN) High Capacity Switches engineered to local requirements	Number of required backbone node switches.	Actual number of backbone node switches engineered to Army and local requirements.	Availability of broad-bandwidth, low-delay, packet-like (cell delay) switching and multiplexing technique switches.
3.1.08 - Redundant Backbone - Classified	Number of backbone nodes requiring capability.	Actual number of backbone nodes with redundant hardware.	Availability of redundant backbone node hardware to recognize failures and intervene, without which there would be service disruption.
3.1.09 - Classified End User Building (EUB) connections to LAN/CAN backbone.	Number of EUBs which require connection to Classified LAN/CAN.	Actual number of EUBs connected to Classified LAN/CAN.	Availability of electronics in EUBs to provide Classified access to LAN/CAN.

	3.1.10 - Classified Dial-in Services	Number of required concurrent dial-in Classified connections at the required transmission rate.	Actual Number of concurrent dial-in Classified connections at the required transmission rate available.	Availability of Classified dial-in (modem) connectivity to the network via an approved access system.	
3.2 - Critical Power & Components				Back-up power sources available in event of interruption or inaccessibility of regular power supply.	
	3.2.01 - Critical "Nodes" Equipped with UPS	Number required.	Actual number available.	Critical "nodes" with an Uninterruptable Power Supply (UPS) are critical components of the network, such as servers, hubs, routers, bridges, and switches which must be powered in order for the network to function properly.	
	3.2.02 - Backup Generator Power for Critical Nodes	Number of "nodes" requiring backup generator service.	Number of "nodes" having service available.	Back-up power generator sources available in event of interruption or inaccessibility of regular power supply.	
	3.2.03 - Backbone Reliability	Required number of hours available per year. (Unless special circumstances hold, this should be assumed to be 24 hours per day, 7 days per week.)	Actual number of access hours in past 12 months.	Level of reliability of the installation backbone. Standard availability rate defined by installation. Industry standards typically approximately 99%. Required readiness rate could be established at DA, MACOM, or installation level.	
3.3 - Wide Area Networks (WAN)				Services providing Wide Area Network connectivity to the installation.	
	3.3.01 - Unclassified WAN Connectivity	Bandwidth (in megabits per second) required.	Actual bandwidth (in megabits per second) available.	Bandwidth provided by DISN WAN services or other service provider.	
	3.3.02 - Classified WAN Connectivity	Bandwidth (in megabits per second) required.	Actual bandwidth (in megabits per second) available.	Bandwidth provided by DISN WAN services or other service provider.	
3.4 - Network Support				Ability to support Network Services	
	3.4.01 - Personnel Requirements	Number of man-years needed. (All sources, except non-dual slotted MTO&E Personnel).	Actual number of man-years available within the DOIM organization (ARNG computation includes DPI resources).	Number of man-years needed to provide network support.	NO TRANSFER TO ISR

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION
	3.4.02 - Network Maintenance	Number of devices requiring repair within locally established standards.	Number of devices repaired in standard time.	Repair and maintenance of routers, hubs, switches, and other network equipment.
	3.4.03 - Network Administrator Training	Number of trained network administrators needed.	Actual number of trained network administrators.	Size of the trained network administrator work force.
	3.4.04 - Network Management Software	Number of network devices which require network management software.	Number of network devices managed with network management	A group of software that allows Installation level network managers to manage the network.

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION
4.1 - Records Keeping				Process of providing all users with electronic filing capabilities.
	4.1.01 - Records Management Assistance Visits	Number of visits required during past 12 months	Number of visits conducted in past 12 months.	Required assistance visits are conducted annually to all Table of Organization & Equipment (TO&E) and Table of Distribution & Allowances (TDA) activities for review of records management systems. (Cycle is 36 months, 1/3 to be completed every 12 months)
	4.1.02 - Electronic Recordkeeping	Number of users requiring electronic recordskeeping capabilities.	Number of users with electronic recordskeeping capabilities.	Number of actual users requiring access to an electronic recordskeeping system - actually having the need to create and maintain official records. (All files retained for longer than 5 years must be maintained in hard copy).
4.2 - Forms Management				The process of electronically generating, and accessibility to electronic forms.
	4.2.01 - Electronic Forms	Number of forms in inventory requiring electronic generation.	Actual number of forms electronically generated.	Review of the number of forms that require electronic generation.

	4.2.02 - Forms Accessibility	Number of customers requiring access.	Number of customers with access.	Number of users requiring access to local and higher HQ electronic forms. (typically the supported installation population)
4.3 - Publications Management				Process of electronically generating publications and providing access.
	4.3.01 - Electronic Generation of Local Publications	Number of publications in inventory requiring electronic generation.	Actual number of publications electronically generated.	The process of electronically generating local publications.
	4.3.02 - Publications Accessibility	Users requiring access.	Users with access.	The process of providing users with access to electronically generated publications.
4.4 - Official Mail				Handling of official mail.
	4.4.01 - Official Mail and Distribution Management Inspections	Number of Official Mail and Distribution Management Inspections required.	Number of Official Mail and Distribution Management Inspections conducted IAW AR 25-51.	All official mail managers required to conduct reviews at command, organization, directorate, unit and below, IAW AR 25-51.
	4.4.02 -Qualified Official Mail Control Officers	Number of Official Mail Control Officers.	Number of Official Mail Control Officers trained.	Number of trained Official Mail Control Officers
	4.4.03- Number Of Electronic Postage Machines	Number Of Electronic Postage Machines	Number Of Electronic Postage Machines	Number Of Electronic Postage Machines
4.5 - Document Management Support				
	4.5.01 - Personnel Requirements	Number of man-years needed. (All sources, except non-dual slotted MTO&E personnel).	Actual number of man-years used. (Within the DOIM organization).	Number of man-years needed to support Document Management functions.
	4.5.02 - Document Management Equipment Maintenance	Number of devices requiring repair within locally established standards.	Number of devices repaired in standard time.	Repair and maintenance of copiers, fax machines, and micrographics equipment

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION
	4.5.03 - Copier Management	Number of copiers required.	Number of copiers on hand.	Government owned or leased copier machines used to reproduce documents from paper or electronic originals. Specifically excludes fax machines and small multi-function devices (printer/fax/copier)

		G: >=95.0
CAPABILITY #5 - INFORMATION ASSURANCE - Provide necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within the systems. Support covers INFOSEC, COMSEC and COMPUSEC requirements and includes network security features such as intrusion detection and controlled access, standard workstation security tools such as virus detection software, advice and assistance for accreditation documentation, security training, analysis of computer security incidents, and Information System Security monitoring.		A: >=80.0
		R: < 80.0

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION
5.1 - Signal & Communication Security				Those measures taken to install, operate, or maintain transmission security, integrity, confidentiality, and reliability of information-based systems to sustain the force.
	5.1.01 - Proxy Server Requirements	Number required to protect critical sensitivity (CS) level 2 or higher systems.	Number installed and operational on critical sensitivity (CS) level 2 or higher systems.	A special server that typically runs on a firewall machine. It waits for a request from inside the firewall, forwards the request to the remote server outside the firewall, reads the response and then sends it back to the client.
	5.1.02 - Firewall Requirements	Total number firewall devices required.	Total number firewall devices actually in service.	A firewall is a router, gateway, or special purpose computer that filters packets flowing into or out of a network, a portion of a network or an end user device. No access to the organization's networks, segment or device is permitted except through the firewall.
	5.1.03 - Encryption Networks	Number of terminals which require encryption capability.	Number of terminals using encryption capability.	A Type I (classified) or Type II (sensitive) technique employed to safeguard the security of the transmission against passive security violations.

	5.1.04 - Network Intrusion Detection System (IDS)	Total Number of IDS required	Total number of IDS actually in service.	An IDS is a product on the DA approved IDS list maintained by CSLA, that protects the resources of a private network from users from other networks.
	5.1.05 - Automated Information Assurance Vulnerability Alert (IAVA) Requirement	Number of network devices requiring an IAVA Scan.	Number of network devices scanned using an automated tool.	Automated means of verifying IAVA compliance for servers and workstations.
5.2 - IA Personnel				The number of C2 Protect personnel certified on the installation.
	5.2.01 - Certified Information Assurance Manager (IAM)	Total number of IAMs appointed.	Total number if IAMs certified. (IAW DA MSG 011530ZNOV 00)	Number of required IAMs on installation compared to the number certified. (IAW DA MSG 011530ZNOV 00)
	5.2.02 - Appointed Information Assurance Manager (IAM)	Total number of IAMs required.	Total number of IAMs appointed.	Number of required IAMs on installation compared to the number appointed. (IAW DA MSG 011530ZNOV 00)
	5.2.03 - Certified Information Assurance Network Manager/Network Officer (IANM/NO)	Total number of required IANM/NOs appointed.	Total number of IANM/NOs certified. (IAW DA MSG 011530ZNOV 00)	Number of required IANM/NOs on installation compared to the number certified. (IAW DA MSG 011530ZNOV 00)
	5.2.04 - Information Assurance Network Manager/Network Officer (IANM/NO)	Total number of IANM/NOs required.	Total number of IANM/NOs appointed.	Number of required IANM/NOs on installation compared to the number appointed. (IAW DA MSG 011530ZNOV 00)
	5.2.05 - Certified Information Assurance Systems Officer (IASO)	Total number of IASOs on installation.	Total number of IASOs certified. (IAW DA MSG 011530ZNOV 00)	Number of required IASOs on installation compared to the number certified. (IAW DA MSG 011530ZNOV 00)
	5.2.06 - SA/NM/NA (Level 1)	Total number of SA/NM/NAs (Level 1) on installation.	Total number of SA/NM/NAs (Level1) certified. (IAW DA MSG 011530ZNOV 00)	Number of required SA/NM/NAs (Level 1) on installation compared to the number certified. (IAW DA MSG 011530ZNOV 00)

	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION	
	5.2.07 - SA/NM/NA (Level 2)	Total number of SA/NM/NAs (Level 2) on installation.	Total number of SA/NM/NAs (Level 2) certified. (IAW DA DA MSG 011530ZNOV 00)	Number of required SA/NM/NAs (Level 2) on installation compared to the number certified. (IAW DA MSG 011530ZNOV 00)	
	5.2.08 - SA/NM/NA (Level 3)	Total number of SA/NM/NAs (Level 3) on installation.	Total number of SA/NM/NAs (Level 3) certified. (IAW DA MSG 011530ZNOV 00)	Number of required SA/NM/NAs (Level 3) on installation compared to the number certified. (IAW DA MSG 011530ZNOV 00)	

CAPABILITY #6 - AUTOMATION - Provide software and hardware components necessary to process and store data, as well as the management services needed to maintain them. Automation can exist with or without external communications or networking (i.e., connected vs. stand-alone systems).

ATTRIBUTE	METRIC	UNIT OF MEASURE: FULL MISSION REQUIREMENT	UNIT OF MEASURE: CURRENT CAPABILITY	DEFINITION	G: >=93.0 A: >=77.0 R: < 77.0
6.1 - Platforms				Characteristics of hardware and systems software.	
	6.1.01 - Servers	Number of servers required.	Actual number of servers meeting local/MACOM/DA standards.	Server being defined as the provider of a service in a client/server distributed system.	
	6.1.02 - Workstations (Hardware)	Number of workstations required meeting local standards.	Number of workstations available meeting local standards.	Number of workstations (PCs, laptops, and PDAs) which meet local standards.	
	6.1.03 - Workstations (Software)	Number of workstations required meeting local software standards.	Number of workstations available meeting local software standards.	Number of workstations (PCs, laptops, and PDAs) which meet local software standards. (This metric should measure shortage of software upgrades).	
	6.1.04 - Client/Server Software Distribution Tools Availability	Total number of workstations required to be centrally updated.	Total number of workstations/clients that are being centrally updated.	Workstations/Client that has software/operating system that is updated by a centralized system (e.g., SMS).	

	6.1.05 - Automation Equipment Lifecycle Replacement	Total number of devices required to be replaced.	Actual number of devices replaces.	This is based on a 5 year/20% per year lifecycle replacement, starting with the current Fiscal Year (FY).
6.2 - Electronic Mail and Internet Connectivity				The creation, distribution and delivery of mail messages between users either on the same computer or on different networked computers.
	6.2.01 - Classified E-mail Capability (DMS only)	Number of DMS Classified E-mail accounts required.	Actual number of DMS Classified E-mail accounts.	Ability of DMS secure systems to process Classified E-mail.
	6.2.02 - Classified E-mail Capability (other than DMS)	Number of non-DMS Classified E-mail accounts required.	Actual number of non-DMS Classified E-mail accounts.	Ability of non-DMS systems to process Classified E-mail.
	6.2.03 - Unclassified E-mail Capability (DMS only)	Number of DMS Unclassified E-mail accounts required.	Actual number of DMS Unclassified E-mail accounts established.	Ability of DMS E-mail systems to process Unclassified E-mail.
	6.2.04 - Unclassified E-mail Capability (other than DMS)	Number of non-DMS Unclassified E-mail accounts required.	Actual number of non-DMS Unclassified E-mail accounts established.	Ability of non-DMS E-mail systems to process Unclassified E-mail.
	6.2.5 - E-mail Standard	Required number of E-mail systems which meet installation/MACOM standards.	Actual number of E-mail systems which meet installation/MACOM standards.	E-mail software which meets installation/MACOM standards.
6.3 - Application Systems				Availability of software that must be developed or managed in support of users.
	6.3.01 - Development of Local Uniques	Number of local uniques required.	Number of local uniques available.	This is application software developed locally to meet installation requirements that are so specialized that they cannot be met using standard systems or COTS.

	6.3.02 - Bridging to Standard Systems	Number of systems interface agreements required.	Number of systems interface agreements in place.	Standard systems are frequently fielded without interfaces to local uniques or legacy systems, or lacking specialized features required by the installation. Bridges are locally developed applications programs that provide these features.
	6.3.03 - COTS Requiring Integration	Number of COTS requiring integration.	Actual number of COTS applications integrated.	Commercial off-the-shelf software is not always "plug and play" for an installation, but must often be integrated into the existing environment. This may be accomplished simply by proper configuration, or by development of "front-ends" or bridges.
	6.3.04 - Top-Driven Systems	Required number of top-driven systems to be supported.	Actual number of top-driven system supported.	These are standard systems that are developed centrally above installation level (MACOM/DA/DoD), and frequently mandated for installation use. They usually include only generic capabilities that meet a common set of requirements for all installations, but do not address unique requirements.
	6.3.05 - Application System Administrator Training	Number of trained application system administrators needed.	Actual number of trained application system administrators.	Size of the trained application system administrator work force.
6.4 - Automation Support				Availability of resources to provide required services.
	6.4.01 - Personnel Requirements	Number of man-years needed. (All sources).	Actual number of man-years used. (Within the DOIM organization).	Number of man-years needed to support Automation functions.
	6.4.02 - Automation Equipment Maintenance	Number of devices requiring maintenance and repair.	Number of devices repaired in standard time.	Repair and maintenance of PCs, Servers, Modems, Printers, and other peripheral equipment.